**Cast**

Chase Pareti - Waiter

Reese Walters - Narrator 1

Ethan Brugger - Guest 2

Mitch Merrick - Guest 3

Nic Coluccino - Narrator 2

Dylan Huber - Narrator 3

Spencer Heald - Guest 1

**Introduction**

**Waiter - Chase**

*\*standing in front of plain wall- facing towards but not looking at camera - speaking to guests\**

Hello, and welcome to Capstone Cafe. My name is Chase, and I’ll be your server today. Happy hour runs from open to close, and our special for the day is a graduation goulash. Can I get you started with any drinks?

**Guest 1 - Spencer**

*\*sitting at table - facing at an upward/sideways angle\**

I’d like an iced tea.

**Waiter - Chase**

You got it. And for you sir?

**Guest 2 - Ethan**

*\*sitting at table - facing at an upward/sideways angle\**

A water for me.

**Guest 3 - Mitch**

*\*sitting at table - facing at an upward/sideways angle\**

And me as well.

**6 Waiter - Chase**

*\*punching into a tablet\**

Great, I’ll get those running and allow you time to look over the menu.

*\*walks off camera - screen fades and returns to Narrator 1 - Reese\**

**7 Narrator 1 - Reese**

*\*filming self while walking down a hallway, looking directly into camera\**

In a perfect world, customer experience at a restaurant is flawless. The food comes out in a timely fashion and is always prepared correctly. But in reality, this is not true. Orders can be misinterpreted...

 **8 Guest 1 - Spencer**

*\*holding a plate with a piece of toast\**

Uh... I’m pretty sure I ordered the pot roast and not plated toast.

**Narrator 1 - Reese**

Staff can be forgetful - as they are human after all…

**9 Waiter - Chase**

All finished! Are you ready for the check?

**10 Guest 2 - Ethan**

I never got my water!

**7 Narrator 1 - Reese**

And inventory can diminish.

**11 Waiter - Chase**

Sorry sir, we are all out of water.

**7 Narrator 1 - Reese**

Coordination among management, staff, and guests is no easy feat in the foodservice industry. With ServeSmart, we aim to amend this.

**Act I - Order Taking**

*\*ServeSmart appears on the screen\**

**12 Narrator 1 - Reese**

ServeSmart is the newest total restaurant POS management system. We incorporate great UI/UX that workers want to use with deep analytics business owners need. Our platform keeps workflow moving swiftly and provides an intuitive solution to logistics behind the curtain. And the kicker is: ServeSmart does not limit its users to stationary terminals. By running native code on affordable tablets, waitstaff can be mobile and efficient - opening opportunities like never before. Let’s run through some of its features.

**13 Narrator 2 - Nic**

*\*sitting at a desk with computers, papers, and misc. devices in view\**

Like most POS systems, ours gives each staff member - including management - unique personal identification numbers recognized by the system for functionality such as clocking in or out, creating and modifying orders, and handling payments.

*\*a screen recording of the authentication screen appears\**

**13 Narrator 2 - Nic**

Shown is the landing screen. At Capstone Cafe, the general manager’s PIN is 347037, but you didn’t hear that from us.

*\*the correct PIN is entered in the screen recording, resulting in the home screen appearing\**

*\*the side drawer is opened, revealing “Welcome, Candace!”\**

If an invalid PIN is entered, a message will appear prompting for a valid one. In this case, the general manager knows her PIN and is greeted by the home screen. Management possesses all the same functionalities in the system as staff, but additionally carries the power to override actions done by the staff, and has a few extra capabilities as well.

Now let’s exit the system and sign back in as a member of the staff team to continue the demonstration.

*\*screen recording exits back to authentication screen\**

Hypothesize that Brian just took an order from a table of his. His PIN is 941022, but you didn’t hear that from us.

*\*the correct PIN is entered in the screen recording, resulting in the home screen appearing\**

*\*the side drawer is opened, revealing “Welcome, Brian!”\**

By default, Brian will initially be shown the layout of the restaurant where he can access his tables. If he were anywhere else in the application, at any point he can return to this screen with the side drawer.

*\*the side drawer is opened, and My Tables is selected from the menu\**

Capstone Cafe is quite small and only has 3 tables. Brian’s order came from table 1.

*\*table 1 is selected, resulting in the table screen appearing\**

Brian gets redirected to a visual representation of the table. On the left, all items on the order with respect to which guest ordered them are listed. Because Brian just greeted his table, nothing is shown. In the case he opened an existing order, it may look something like this.

*\*the side drawer is opened, redirects to my tables, and table 2 is selected - which already contains a verbose order\**

As with most restaurants, a pivot point strategy is used to identify tables and guests. The crux of this solution involves a restaurant’s seating chart, a one-page sheet that provides a one-look snapshot of every table in every room. Utilizing this system allows everyone working to know which item belongs where. This increases customer satisfaction, as food runners no longer have to “auction” items they are delivering.

*\*image of ‘table’ emphasized replaces the ending point of previous clip\**

As we can see, some items are listed under “table”. These represent shared items, like appetizers or bottles of wine. Most often, these items are divided when splitting the check (if at all).

*\*a new clip resumes, starting from the table screen\**

The rest of the items belong to the guests who ordered them. Now, on the right side lay controls for modifying the order. Various quick controls reside at the top, which are designed to be common actions with ease of access.

The individual items on the left can be duplicated. With fluent suggestive selling skills, guests will frequently order another beverage from the bar.

*\*the duplicate control is used to replicate an item\**

They can also be removed; however, deletion will prompt for a manager to enter their PIN, because this affects the subtotal of the order, inventory, and the kitchen. We will assume Brian never makes mistakes.

Promo codes can be applied in the case of gift cards or discounts, and both individual items and entire seats can be split onto different checks for payment.

Below these lies the menu. Of course, because this will be different at every location that uses our platform (and we are computer science rather than culinary students), we did not design an actual menu. The only section populated with items is “Beverages”.

*\*the Beverages category is selected, showing the 12 beverage choices\**

Brain knows that seat 1 ordered iced tea. Because there are no entries yet on the order, seat 1 will automatically be the next seat created.

*\*iced tea is selected, and the order updates seat 1\**

Next, he needs to add water to seats 2 and 3. Our aim with this screen was to make entering orders as efficient as possible with minimal button presses. Thus, similar to seat 1, a new seat is created when pressing an item.

*\*water is selected, and the order updates seat 2\**

*\*water is selected, and the order updates seat 3\**

If Brian needed to add an item to a specific seat, he merely must select it first.

*\*seat 1 is selected, then Lemonade is selected, and the order updates seat 1\**

It appears his guest at seat 1 is making their own Arnold Palmer. The rest of the functionality on this screen is left to future work.

**Act II - Future Work**

**13 Narrator 3 - Dylan**

*\*sitting at a desk with computers, papers, and misc. devices in view\**

A lot of the work we did this semester consisted of planning and strategizing the design of our platform. In doing so, we created several topics of future work to be done. Most of these features required more time than we had available, and some even needed a test restaurant to pilot the application.

*\*the table screen reappears\**

One future concept we can add to this screen is a special modification option. It may not be too handy for beverages or desserts, but if a guest wants their steak cooked to a specific temperature, or wants the dressing for their salad on the side, the item needs to have additional steps for entering these modifications. Additionally, it needs to display these on the side and relay all instructions clearly to the kitchen.

*\*camera of Narrator 3 - Dylan at desk reappears\**

As mentioned in the introduction, we plan to add data analytics and management tools for restaurant operators. By reading all the data that the waitstaff submits from this screen, new data can be learned or extracted that is useful to business strategy and profit maximization.

*\*table screen reappears\**

Another feature to be added is separating orders into waves. For example, staff can take beverage orders, salads, and entrees all during one visit at a table. Of course, the guest does not want all these items to arrive at the same time. Wave 1 must consist of beverages, wave 2 the salads, and so on. These items will exist on the order to the left, but they will not yet have been sent to the kitchen on a ticket. By selecting a wave and confirming it, the staff have control of the timeliness of their service.

*\*the side drawer is opened, and Current Tasks is selected\**

A rigorous idea we had was the creation of a tasks screen. What this will do is actually quite complex, but if done correctly it will be cutting edge in the industry because nobody else has done this before.

There are many actions that staff may do. They could have several different orders and waves to send through to the kitchen. There could be completed drinks waiting for them at the bar. Food could be ready to be delivered at the expo line. By creating an algorithm that looks at these tasks - specifically, the amount of time it will take to complete, and where in the restaurant the task is located, we can determine the fastest path to complete these tasks. This opens so many doors to the optimization of service, which is the primary objective of ServeSmart.

*\*screen fades to black\**

**Act III - Conclusion**

*\*everyone in these scenes will just be talking to the camera and saying a sentence or two. This is just to hit some of the points she wanted from our presentations\**

**Reese**

And now to wrap things up.

**Spencer**

We chose this project not only because of our experience in the food industry, but also because it’s an industry that can use technological improvement.

**Chase**

The bulk of what I did on the project was front end.

**Nic**

Back end.

**Ethan**

Front end

**Mitch**

Back end

**Dylan**

Back end

**Spencer**

Front end

**Reese**

Front end

**Dylan**

I think the biggest challenge we experienced as a group was keeping everyone on the same page. Dividing the work up always seemed to be uneven, especially with a diverse set of skills on the team, but in the end we came up with a good business model and implementation that has a lot of potential.

**Mitch**

I’d say I speak for everyone when I accredit what we’re most proud of is working with a relatively new framework with unfamiliar technologies, and ending up with an almost working platform. I didn’t know what to expect walking into this, but I do know we all learned something from it.

**Reese**

Everyone would defend that their work is relevant, because who would want to admit to wasting their time? However, I actually feel that what we did here is important because we are striving to make changes and improvements to an industry that really needs them. In fact, it’s one of the busiest industries in the world… foodservice!

*\*screen fades to ServeSmart logo/screen\**

**Narrator 2 - Nic**

ServeSmart - a better restaurant solution.